

8200 - PARKING STAFF

Position reports: Parking Supervisor II (Manager)

Date: 08/97

Department: The Lakeland Center/Finance

Division: Parking

JOB FUNCTION:

This is manual work of a repetitive nature involving responsibility for performing duties requiring exertion, including but not limited to standing in designated areas, controlling the flow of traffic, assisting the public with general information.

Parking Staff (Cashier) I:

An employee in this classification would collect parking fees and works directly under the supervision of the Parking Supervisor I, II.

Parking Staff (Patrol) I:

An employee in this classification would direct traffic flow to designated areas and works directly under the supervision of the Parking Supervisor I, II.

Parking Staff II:

An employee in this classification would place barricades in strategic areas as well as direct traffic flow and collect parking fees and works directly under the supervision of the Parking Supervisor I, II.

Parking Supervisor I:

An employee in this classification is responsible for subordinates duties of cashiering, patrolling and directing traffic. Handles customer problems and complaints and reports them to the Parking Supervisor II. Assists with the above positions as needed.

Parking Supervisor (Manager) II:

An employee in this classification is responsible for overseeing the duties of the Parking Department including handling and resolving customer concerns and complaints and works directly under the supervision of the Box Office Manager and/or Assistant Box Office Manager.

ESSENTIAL FUNCTIONS:

Parking Staff (Cashier) I:

1. Collects parking fees from designated work stations.
2. Responsibility to handle controlled monies collected.
3. Provide general information effectively to the public.
4. Help maintain grounds and office area.

Parking Staff (Patrol) I:

1. Ability to direct traffic flow to designated areas.
2. Assist physically challenged patrons with parking and unloading.
3. Provide general information effectively to the public.
4. Help maintain grounds, golf carts and office area.

Parking Staff II:

1. Ability to direct traffic.
2. Collect parking fees from designated work stations.
3. Assist physically challenged patrons with parking and unloading.
4. Provide general information to the public.
5. Sets up and tears down barricades.
6. Help keep golf carts maintained.
7. Help maintain grounds and office area.

Parking Supervisor I:

1. Ability to direct traffic.
2. Assist physically challenged patrons with parking and unloading.
3. Provide general information effectively to the public.
4. Sets up and tears down barricades.
5. Strategically routes traffic into parking lots.
6. Help schedule in Manager's absence.
7. Help keep golf carts maintained.
8. Help maintain grounds and office.
9. Assist the manager in all areas.

Parking Supervisor (Manager) II:

1. In addition to all the above duties, supervises the entire parking division.
2. Reports all sales records to the Box Office Manager.
3. Prepares schedules for employees two weeks in advance.
4. Responsible for vault contents including tickets, parking passes and money.
5. Help maintain grounds and office area.

KNOWLEDGE, SKILLS & ABILITIES:

Parking Staff (Cashier) I:

1. Working knowledge of 11th grade mathematics.
2. Ability to interact with fellow staff and general public with a positive and professional manner.
3. Ability to handle tickets, cash and complete necessary ticket sales reports.
4. Ability to stand for long periods of time.
5. Ability to work flexible hours, including nights, weekends and holidays.

Parking Staff (Patrol) I:

1. Ability to operate a standard golf cart.
2. Ability to interact with fellow staff and general public with a positive and professional manner.
3. Ability to perform in a fast-paced environment.
4. Ability to work flexible hours, including nights, weekends and holidays.
5. Ability to lift 25 pounds.

Parking Staff II:

1. Ability to operate a standard golf cart.
2. Ability to interact with fellow staff and general public with a positive and professional manner.
3. Ability to perform in a fast-paced environment.
4. Ability to work flexible hours, including nights, weekends and holidays.
5. Ability to lift 40 pounds.

Parking Supervisor I:

1. Ability to operate and maintain a standard golf cart.
2. Ability to handle vault contents including tickets, passes and money.
3. Ability to interact with fellow staff and general public with a positive and professional manner.
4. Ability to perform in a fast-paced environment.
5. Ability to handle cash, cashing out and balancing others, completing sellers sales reports.
6. Ability to lift 40 pounds.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

All positions required:

1. High school diploma or GED required.
2. Working knowledge of individuals and crowds is a plus.
3. Customer service experience is beneficial.

Parking Supervisor I:

1. In addition to the above, requires 1 year customer service experience.

Parking Supervisor (Manager) II:

1. In addition to all the above, requires 2 years supervisory experience.